



MEMORANDUM

DATE: June 29, 2001

TO: Department Directors

FROM: State Personnel Board
Executive Office

SUBJECT: 2001/2002 BIENNIAL STATEWIDE LANGUAGE SURVEY

The purpose of this memorandum is to initiate the 2001/2002 Biennial Statewide Language Survey as required by the Dymally-Alatorre Bilingual Services Act (Act) (Government Code Section 7299.4).

The Act (Government Code Section 7290 et. Seq.) was signed into law in 1973 to eliminate language barriers that preclude people of our State, who either because they do not speak or write English or because their primary language is other than English, from having equal access to public services. This Act mandates that State agencies, directly involved in the furnishing of information or the rendering of services to the public, must in specifically prescribed situations employ a sufficient number of qualified bilingual persons in public contact positions to ensure the provision of information and services to the public in the language of the non-English-speaking people.

The Act further mandates that every State agency, which serves a substantial number of non-English-speaking people and which provides materials in English explaining services, shall also provide the same type of materials in any non-English language spoken by a substantial number of the public served by the agency.

The Act also requires that agencies survey each of their local offices every two years to obtain information about the public that it serves in order to ensure that agencies are in compliance with the requirements of the Act. The results of the survey are in turn compiled by the State Personnel Board (SPB) and reported to the Legislature.

The bilingual survey is specifically intended to determine all the following:

- (a) The number of public contact positions in each local office.
- (b) The number of bilingual employees in public contact positions and the languages they speak other than English.
- (c) The number and percentage of non-English-speaking people served by each local office broken down by native language.
- (d) The number of anticipated vacancies in public contact positions.
- (e) Whether the use of contracted telephone based interpretation services, in addition to bilingual persons in public contact positions, are serving the language needs of the people served by the agency.
- (f) Any other relevant information requested by the SPB.

State agencies are required to submit to the SPB a plan for addressing any identified program deficiencies. This information shall be delivered to SPB no later than March 31, 2002.

Training:

To facilitate the data collection process, we will provide language survey instructions and reporting forms to your departmental language survey coordinator. Training sessions for departmental language survey coordinators are scheduled during the week of July 23, 2001, in order to share important information and to answer questions regarding the administration of the survey. You will be contacted by July 15, 2001, regarding the training date and time for your department.

Survey Procedures:

In order to conduct the survey as efficiently and effectively as possible, we offer the following suggestions:

1. A departmental language survey coordinator should be assigned to be responsible for your department's survey. The survey will be more effective and easier to accomplish if adequate staff time and resources are allocated.
2. For the first time this year, departmental survey coordinators will be able to enter the data and information directly into SPB's language survey database via SPB's web page. It is important that your language survey coordinator and other responsible staff have Internet access.

3. To ensure that data collected is thorough and accurate; the department coordinator should hold an orientation session for department managers, supervisors and employees. The session should include information concerning survey procedures, specific deadlines and the review process.
4. The departmental survey coordinators should in turn work closely with department managers/supervisors to conduct the survey and to develop appropriate hiring commitments to eliminate identified bilingual staffing deficiencies.

We are requesting that your department complete and return the attached Form A to SPB no later than July 10, 2001. You will be asked to conduct your survey during two non-consecutive weeks between September 1, 2001, and March 15, 2002, and to submit the results along with your program plan to correct deficiencies to SPB by March 31, 2002.

The above requested information and any questions you or your staff may have should be directed to the Bilingual Services Program at (916) 651-9017, TDD (916) 653-1498, or the State Personnel Board, Bilingual Services Program MS-23, P.O. Box 944201, Sacramento, CA 94244-2010.

Laura M. Aguilera
Assistant Executive Officer

Attachment